GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

IT,E&C Dept., - Adoption of Comprehensive End-to-End Electronic Service Delivery - Mandatory Digitization of All Government Services by Departments - Orders Issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS (eGOV) DEPARTMENT

G.O.Rt.No.42 Dated:22.05.2025
Read:

Review Meeting held by Chief Secretary on 14.05.2025.

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ORDER:

In continuation of the Government's ongoing efforts to enhance transparency, efficiency, and accessibility in public service delivery, it is decided that all the Departments shall mandatorily transition to end-to-end electronic service delivery with immediate effect.

2. To achieve this goal, the Departments shall comply with the following instructions:

i. Ensure that every service under their purview is delivered online, and completely dispensing away with manual work processes and manual work flows with end-to-end digitization of application submission, internal processing, and final service output.

ii. Manual processes shall be strictly discontinued at all stages of the service workflow. Departments must implement complete automation by leveraging appropriate Information Technology systems, workflow automation tools, and integrated platforms to enhance efficiency, transparency, and accountability.

iii. This directive applies to all categories of service delivery, including Government-to-Government (G2G), Government-to-Citizen (G2C), and Government-to-Business (G2B) services.

iv. Where individual departments feel they cannot achieve the same with their resources, CEO RTGS shall get the same done for such departments.

v. Further All services currently being delivered online by departments-whether involving certificate issuance, complaint lodging, status tracking, or any other G2C (Government-to-Citizen) or G2B (Government-to-Business) interactions-shall be mandatorily integrated with the **Mana mitra WhatsApp platform**. This includes all departmental digital processes, irrespective of the mode of access or delivery. The objective is to ensure inclusive, citizen friendly access to services through an unified and widely used communication channel.

2. For operationalizing and monitoring the above instructions, all the Departments shall share the following data by 30.05.2025 to IT,E&C Department through email so_portal_itc@ap.gov.in:

P.T.O.

Name of the department:

level : State/HOD/Regional/District/Mandal/Village.

- Table – 1 - Details of services being offered online through department website or applications with the following columns:

Serial no.	Whether G2G/G2B/G2C	Description of service offered

- Table – 2 - Details of services presently being offered in a manual fashion (but which must be automated), with the following columns:

Serial no.	Whether G2G/G2B/G2C	Description of service offered

- Table – 3 – Details of services offered through Citizen Service centers (if applicable) in the following format (both online and manual):

Serial no.	Whether G2G/G2B/G2C	Description of service offered

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K.VIJAYANAND
CHIEF SECRETARY TO GOVERNMENT

To
All the Secretariat Departments, AP Secretariat
All the Heads of Departments.

Copy to:
The Chief Secretary to Government of Andhra Pradesh
The Secretary to Chief Minister, CMO
The OSD to Hon'ble Minister IT & RTGS
The PS to SIT/SSIT.
SC/SF(Computer no: 2828173)

//FORWARDED::BY ORDER//

SECTION OFFICER